

## SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE, LLC AND UTAH STATE TAX COMMISSION

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Utah State Tax Commission ("the Agency") and Utah.gov ("the Network"), the state electronic government portal managed for the state by Utah Interactive, LLC ("Network Manager") as an initiative of the State of Utah, adding the Agency transactions or services to the Network.

### **Real Time Access to MVA for the completion of updates to TLR, PPS, and IVS as well as building Lien Holder Lien Processing and Dealer Title and Plate applications**

#### AGREEMENTS

1. Access By the Network Manager The Agency and the Network Manager to provide several online applications per this Agreement. The descriptions of the Services are as follows:

Title Lien Registration (TLR) Information Search Update – This Service currently allows all DMV approved subscribers to search for a TLR record by plate or VIN. They are allowed to search if they select any one of the given reasons, even if not applicable to their business. The update will add a layer of security that will allow users to only select search reasons allowed them by their user category. The update will also allow particular users to search by name.

Personalized Plate Search and Order (PPS) – The Service currently allows users to search for personalized plate availability. The update to the Service will allow for a user to order and pay for an available plate. This update may require an implementation of Utah GovPay.

Impound Vehicle Search (IVS) Update – This Service currently allows users to enter impounded vehicle information and to search for, and locate, impounded vehicles. The update to this Service will allow for impound records to search Motor Vehicle Administration (MVA) data real time and be updated to MVA real time. This will apply to existing vehicles and new additions.

Lien Holder Lien Processing Online – This is a new Service that will allow DMV approved business users to request title corrections. Initially, all information will be sent to and from the DMV in a daily batch. Eventually, this process will be done real time with limited access to MVA. This service will first be made available as a sole access point web service a user interface.

Dealer Title and Plate Online – This is a new Service that will allow for both new and used vehicle (including ATV's, snowmobiles, and watercraft) registrations at dealer locations. This service will be made available as a sole access point web service for existing third party access, once DMV has completed all necessary research to perform this operation.

2. Record Classification and User Access The Agency represents to the Network Manager the record classification: Private

The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

This application will reside on a secure server that uses Secure Socket Layer (SSL) that will encrypt data transmission between the server and the users' browsers for the passage of secure data and acceptance of online payments.

3. Record Access and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records to Users and Administrators, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Agency computer programs. Computer programs used by the Network Manager shall:

- a. Protect information from unauthorized access;

- b. Provide access to records and reports to Administrators on a timely basis in an accurate, understandable and logical format acceptable to the Agency;
  - c. Be prototyped for the Agency, tested by the Network Manager and the Agency, and approved before it is offered to the public.
4. Use messages. If required by the agency, the Network Manager shall cause the Network to require Users to signify online that they will comply with any restriction on use of the records required by law, as amended from time to time. Such user agreement will be in the form of a use message displayed online, with a required positive response, all as captured in a log file, prior to the User being permitted to further search or view the record.
  5. Transaction Logs. The Agency shall have access to the Network's Transaction Log for the purpose of auditing the collection and dissemination of the Agency's records.
  6. Payment and Collection.
    - a. Collection: The Network Manager shall be responsible for the collection of transaction and payment information online and making that information available to the Agency. The Agency will be responsible for the collection of the payments and any associated accounts necessary to collect those payments. A transaction fee will be assessed to every transaction and paid to the Network Manager as compensation for the maintenance of the application according to the chart below. The Network Manager, for the identified records, may charge no additional amounts without the prior written agreement of the Agency, and the Network. The Network Manager hereby represents to the Agency, that it believes the following charges (as outlined in the Utah State Contract PD1068) will fairly and reasonably recompense the Network Manager in order to make the Agency's Utah GovPay implementation a success:

<u>Project</u>	<u>the Network Manager Charge</u>
Title, Lien, Registration Information Search Update	- No Cost
Personalized Plate Search and Order	- No Cost
Utah GovPay Implementation (if needed)	- Setup Charge: \$2,500
Utah GovPay Maintenance (if needed)	- Monthly Charge: \$225 each month for the first 300 transactions and \$.75 for each transaction thereafter
Impound Vehicle Search Update	- No Cost
Lien Holder Lien Processing Online	- \$2.00 per transaction (charged to subscriber)
Dealer Title and Plate Online	- \$1.00 per web service transaction (charged to subscriber)

7. Records and Finances. All Network documents and records maintained by the Network Manager relating to the Agency records shall be available for inspection; auditing and copying by the agency or other authorized representatives.
8. Efficiency Gain Calculation. The Agency will establish a baseline cost for the processing of payments both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering this service.
9. Funding Source. The Agency is required to declare in advance the source of funds used for this project. Please indicate in the blank, which lettered statement is true about your funding source. If neither of these choices is true about your funding source, then the Network Manager may not be able to perform the work for the Agency. The Network Manager will rely upon your statement in determining whether it can or cannot perform this work for the Agency.

Declaration of funding source:   a  

- a. "The Agency affirms that no federal funds are being used to finance this project." or,
- b. "Federal funds are being used to finance the project but no federal funds are being used that requires the Network Manager to assign all right, title and interest in any part of the work or deliverables, including any work allegedly made for hire, to any other entity, individual, or to the public domain. Special federal funding requirements, if any, are included as an attachment."

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized officials or officers.

The Agency, Utah State Tax Commission

By Rodney G. Marrelli  
Rodney G. Marrelli, Executive Director  
Utah State Tax Commission

Date 6/9/06

By Brad Simpson  
Brad Simpson  
Director of Utah Division of Motor Vehicles

Date 6-1-06

The Network Manager

By Carrie Gott  
Carrie Gott, General Manager

Date 6/21/06

The Network

By Dave Fletcher  
Dave Fletcher, Deputy CIO  
Director, Enterprise Technology

Date 6/21/06